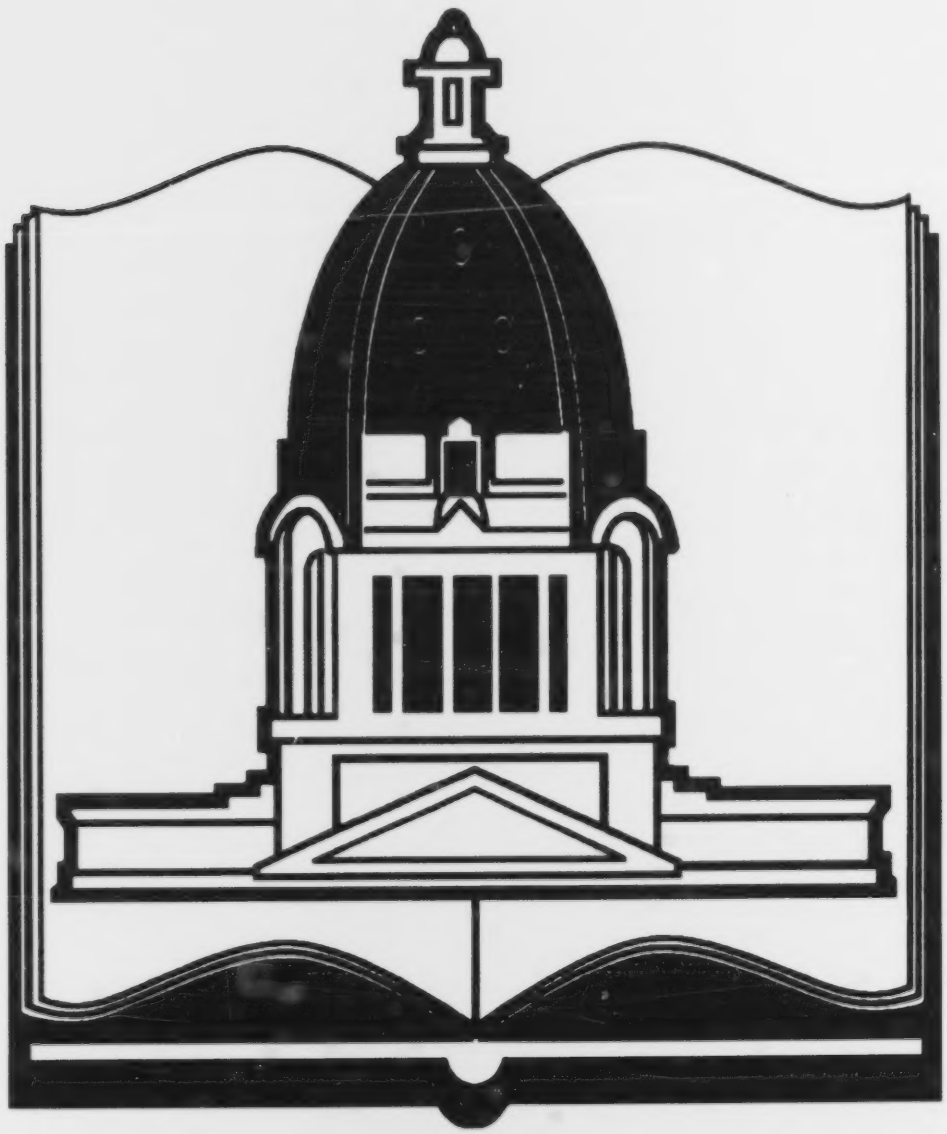
Saskatchewan
Legislative
Assembly

# Annual Report

## Saskatchewan
## Legislative Library

for the period ending
March 31, 2003



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# Annual Report

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## Legislative Library

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**March 31, 2003**

Saskatchewan
Legislative Library

Office of the
Legislative Librarian

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Regina, Saskatchewan S4S 0B3

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March 31, 2004

The Hon. Myron Kowalsky
Speaker of the Saskatchewan Legislative Assembly
Room 129, Legislative Building
Regina, SK
S4S 0A2

Dear Mr. Speaker:

I am pleased to present to you the Library Annual Report for the period ending March 31, 2003 for tabling in the Legislative Assembly.

Highlights of the library service for this period include:

- Increased demand on the Reference Service to reply to complex information requests.
- Increased demand for those library services offered exclusively to individual MLAs.
- Increased emphasis on electronic resources resulting in higher expenditures on electronic products than on books.

Of special notice this year is a new reporting format which incorporates the library objectives within the Legislative Service Draft Strategic Plan.

The report continues to be produced on acid free, permanent paper.

Sincerely,

Marian J. Powell

Marian Powell
Legislative Librarian

MJP/tw

104-05088/

# Table of Contents


**1 Organizational Overview**

1.1 Mandate, Roles and Responsibilities ..... 7
1.2 Planning Context ..... 7
1.2.1 The Legislative Service Draft Strategic Plan ..... 7
1.2.2 Current Challenges ..... 8

**2 Organizational Performance**

2.1 Accomplishments by Goal ..... 10
2.1.1 Goal 1: Foster an effective legislature ..... 10
2.1.2 Goal 2: Provide Improved Services to MLAs ..... 11
2.1.3 Goal 3: Sustain and Enhance the Institution of Parliament ..... 14
2.1.4 Goal 4: Be an Effective Responsive Organization ..... 18

**3 Other Information**

3.1 Legislative Library Staff ..... 20
3.2 Organization Chart ..... 21
3.3 Statistical Summary ..... 22
3.4 Information Kits Prepared to Support Delegate Attendance at Parliamentary Conferences and Seminars 2002-2003 ..... 23
3.5 Clientele and Service Policy ..... 25

*Marian Powell, Legislative Librarian, receives the Queen's Golden Jubilee Medal from Her Honour, the Hon. Lynda Haverstock, Lieutenant Governor of Saskatchewan*

*Legislative Library Staff*
*Photo Credit: J. Abrahamson*

*University of Regina Library Staff Study Visit to the Legislative Library*
*Photo Credit: A. McKenzie*

# SECTION 1: Organizational Overview

## 1.1 Mandate, Roles and Responsibilities

The mandate of the Library is to provide library services to the Legislative Assembly. The Legislative Library is governed by Section 68.4 of *The Legislative Assembly and Executive Council Act* and by the *Rules and Procedures of the Legislative Assembly (1994) Rule 113 - 114.*

The modern mandate of the Legislative Library was established by the Assembly's adoption of the recommendations in the Report of the Special Committee on the Review of the Legislative Library, 1981. The recommendations specify that:

- *The principal role of the Legislative Library is to provide a parliamentary library service to all Members of the Legislative Assembly and their staff.*
- *The secondary role of the Legislative Library is to serve the people of Saskatchewan by making available the benefits of this special research and legislative collection, where these benefits cannot be obtained elsewhere.*
- *Relative to other government departments or departmental libraries, the Legislative Library should continue its co-operative and helpful relationship, without assuming any senior, authoritative or managerial responsibilities for these libraries.*

Given this broad mandate, the Library has clarified its priorities and policies to ensure the precedence of Members and Officials of the Legislative Assembly (see Section 3.5: Clientele and Service Policy).

**Priority Service to MLAs**

The Library strives to serve all sectors of its mandate, while giving priority to legislative clients. Twenty-four hour access is available to MLAs through the Library's answering machine, fax machine, and e-mail (reference@legassembly.sk.ca). Members of the Legislative Assembly receive priority over any other clients in determination of work scheduling.

## 1.2 Planning Context

### 1.2.1 The Legislative Service Draft Strategic Plan

The Library operates within the framework of the Legislative Service draft strategic plan. The draft plan includes four high level goals. All of the activities carried out by the Library move the service forward on one of the following fronts:

- Goal #1: Foster an effective legislature

- Goal #2: Provide improved services to MLAs
- Goal #3: Sustain and enhance the institution of parliament
- Goal #4: Be an effective responsive organization

As part of its ongoing commitment to the Legislative Service strategic planning initiative, and keeping in mind the mandate, roles and responsibilities authorized by the Legislative Assembly, the Library has articulated its mission as follows:

> *The Legislative Library supports the Saskatchewan Legislative Assembly and its Members by delivering accurate, timely and non-partisan information services and by selecting, acquiring, organizing, preserving, and providing access to appropriate material resources to support such services.*
>
> *The Library serves the citizens of Saskatchewan by making available the benefits of its specialized research and legislative collection where these benefits cannot be obtained elsewhere, and by establishing and maintaining co-operative and helpful relationships with other government departments or departmental libraries.*

### 1.2.2 Current Challenges

- Adapting to the increasing complexity of library work occasioned by the rapid expansion of electronic information resources has been the Library's biggest challenge over the past few years. Once again, the total number of information requests handled by the reference librarians has declined, reflecting a general trend toward user self-sufficiency made possible by the increased information available on the Web. But once again, the number of complex questions requiring extended periods of professional research increased.

| | 2001/2002 | 2002/2003 |
|---|---|---|
| Total inquiries | 3297 | 3111 |
| Inquiries requiring 15 minutes to several hours to answer: | 988 (29.97% of total) | 1018 (33.46% of total) |

- A growing trend among vendors of the online services used to provide reference and current awareness services is the redefinition of their search interfaces in order to make the products easier for library clients to use by themselves. Often this means a loss of some of the more sophisticated functionality upon which search intermediaries such as our reference librarians rely. In all cases, the result is that many hours have to be devoted to revising and re-creating all of the individual Members' current awareness profiles so that they work with the new interface. Similar demands on professional time and effort are required when products are transferred from one vendor to another, or when vendors undergo mergers.

- The demand for professional librarians' services to support various services offered exclusively to Members remains steady and in some instances is increasing.

- The number of librarian hours available to handle this increased workload has declined by the equivalent of one FTE since the previous report year. This year, through a combination of circumstances such as vacancies, retirements replaced at lower pay rates, and voluntary reductions in working hours by other staff, the Library was able to re-allocate the equivalent of one FTE to reference. In the next report year, we will no longer have this combination of circumstances, and we will have to function with the equivalent of a one FTE reduction in the professional librarian staff.

- This situation will impair the Library's ability to make satisfactory progress on a number of strategically significant activities which affect its ability to maintain and improve timeliness and quality of the information provided to Members, such as:

    - Refreshing the design and content of the Library's pages on the Assembly's Web site.

    - Developing additional content for the Members' E-Services Portal.

    - Saving the time of Members and their staff by adding value to information supplied to them by, for example, summarizing and tabulating information from multiple sources.

    - Ensuring that the Library's collections meet Members' needs by timely selection of new materials for purchase and by regular and systematic review, identification and removal of outdated, inaccurate or misleading materials.

    - Incorporating the records in the remaining card catalogues into the online catalogue in order to provide a single point of access for all the Library holdings and further saving time for the user.

    - Planning and implementing strategies to reduce or redeploy the resources still being devoted to legacy services such as hard-copy newspaper clipping files.

    - Developing and deploying methods to assess the importance to Members and staff of various Library services in order to make informed decisions about the suitability of the existing suite of services in relation to actual client needs.

- The accommodation and physical security of the collections continue to provide challenges. Shelf space in the reading room on the second floor of the Legislative Building is at a premium, and staff often have difficulty making room for new materials. Shifting older or less-used materials to the mobile storage facility in the Walter Scott Building provides at least a temporary solution, although space in that facility is also filling up. High humidity levels in the mobile storage facility have been a problem for a number of years. Library staff continue to monitor the situation and to investigate possible solutions.

# SECTION 2: Organizational Performance

The Legislative Service draft strategic plan identifies a number of objectives under each of its four primary goals. The Library's contributions toward the achievement of these objectives during the current report year are detailed below. The objectives are taken in the order in which they appear in the Legislative Service draft strategic plan, which does not necessarily reflect the priority given to the work by the Library.

## 2.1 Accomplishments by Goal

### 2.1.1 Goal 1: Foster an effective legislature

***Objective: Meet the requirements of House and Committee reform***

During this report year, the Library had the opportunity to assess the potential impact of the implementation some of the Committee reform recommendations made by the Special Committee on Rules and Procedures. The decision of the Standing Committee on Agriculture to hold public hearings on the issue of farm land ownership, and the secondment of a professional researcher to work with the Committee gave the staff an idea of the kinds of demands involved in providing information support to such an undertaking.

- **Performance indicator: :** Professional librarian time required to support one researcher engaged to cover four days of hearings for one Committee totaled 111.5 hours, or 13.94 person-days. Additional time was required from support staff for photocopying, faxing, etc. It is unlikely that the existing staff could provide the same level of support to more than one Committee at a time.

***Objective: Make Legislative records and information more accessible***

The Library contributed the services of two staff members, Administrative Assistant Traci Willis and Assistant Legislative Librarian Pat Kolesar, to the Assembly's Information Management Project team. The project was established during the third quarter in order to develop and implement an organization wide information management strategy that is aligned with the Legislative Assembly's strategic direction. The Project reports to the Clerk and will be undertaking a number of activities, beginning with an environmental scan of existing information management practices, during the 2003/2004 report year.

In January 2003 the Library began a project that will lead to the creation of new administrative processes for centralizing Legislative Library records management procedures for paper and

electronic records. Under the leadership of Library Administrative Assistant Traci Willis, Records Management Assistant Rebecca Best began processing a backlog of several years of accumulated files. The project, which will continue into the early weeks of the 2003/2004 fiscal year, is intended to bring the Library's paper files into full compliance with legally established records management periods. This is the first phase of an ongoing commitment which calls for regular annual transfer of all applicable records to the Saskatchewan Archives Board.

### 2.1.2 Goal 2: Provide Improved Services to MLAs

Most of the routine daily work done by Library staff addresses this goal. New books, government documents, periodicals, and electronic resources are selected, acquired and catalogued with a view to their potential for enhancing the information services provided to Members. Reference Services personnel strive to save Members' time by providing reliable, timely responses to Members' immediate information needs. Members' Services personnel add a proactive element as they design and compile weekly current awareness packages and constantly scan the marketplace for new electronic service offerings to help Members stay on top of developments in the policy areas of greatest concern to them.

- **Performance indicator:** Questions answered for MLAs or their staff in caucus or constituency offices: 1101, an increase of 35.59% over the questions answered for this group during the previous report year. Of these 1101 questions, 401 requests were made by Members in person, an increase of 56.64% over the direct MLA requests the year before.

- By the end of this reporting period, a total of 56 out of 58 Members were receiving one or more of the personalized current awareness products (newspaper clippings, online information, periodical title/contents page alerts, new book alerts)

- **Impact statement:** "I have missed your library a great deal in the past years . . . Your reference services and kind staff are second to none. (former client, e-mail, August 19, 2002.)

***Objective: Improve use of information and communication technology to improve quality and timeliness of information and advice to Members***

- The newspaper clipping service, which Members have often described as their favourite Library offering, underwent a major change during this report year. Clippings that were previously gathered manually from four daily Saskatchewan

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papers are now downloaded from CanWest Interactive's Special Edition database, which provides access to the Star Phoenix, the Leader-Post, the Moose Jaw Times-Herald, the Prince Albert Daily Herald, the Saskatoon Sun, the Regina Sun, the Southwest Booster, and Yorkton This Week. By the end of the current year, 38 recipients of the clipping service had been switched to the new electronic-based service, while 6 remain on the old manual system.

- **Performance indicator:** The time lag between the appearance of a news story and its delivery in the Members' weekly package has been reduced by about two weeks.

- In January 2003 the provision of electronic news services to Members and their staff was enhanced by the addition of ProQuest's Canadian Newsstand database to the suite of products licensed for province-wide use through the province's Multitype Library initiative. The Legislative Library participates in Multitype Library initiative through the fees it pays for access to the services and through membership on the Multitype Database Licensing Committee which manages the program. Canadian Newsstand provides access to backfiles of many newspapers from across Canada, including the Leader-Post, Star-Phoenix, Saskatoon Sun, and Regina Sun, with a 2-week embargo on the most recent articles. The vendor expects to add backfiles of some of the smaller regional newspapers in the coming year. Currently the Library is unable to offer access to this database from computers other than those sharing the same IP address, but expects to be able to provide remote access in the coming year.
- In December, 2002, Library staff provided some preliminary content for inclusion in the demonstration version of the Members' E-Services Portal, a cross-branch project spearheaded by the Information Systems Branch. Subsequently, three members of the Library staff have participated in the work of the committee charged with developing content for portal. In the coming year, the Library expects to deliver a number of current and new products to the Members' desktops by means of the portal.
- Library staff continue to work on adding the records from the old card catalogues to the online catalogue as time permits, but the process is likely to take many years to complete without additional resources.

- **Performance indicator:** In September 2002, the 100,000$^{th}$ catalogue record was added to the catalogue database. There are at least that many more items in the old card catalogue and in various uncatalogued sections of the collection that need to be added.

***Objective: Continual improvement in financial and material resources and services to Members***

- The Library continues as a founding partner of the Regina Library Information Network (RegLIN), a multi-library, multi-institutional computer network for automated library services incorporated under the *Saskatchewan Non-Profit Corporations Act*. The Legislative Librarian is Vice-Chair of this consortium. The holdings of the six member libraries can be searched using the same catalogue interface. Online access to these collections enables the Library to identify and quickly obtain relevant, locally owned materials to meet Members' needs. A new release of the system software was installed in June 2002.
- The Library's collection is the primary material resource that the Library provides to Members. It is developed specifically to meet the information needs of Members. All of the services provided to Members and other Library clients are founded on the materials in that collection, whether these be print, microform, or electronic in format. Many of these materials are owned outright and are freely available on the shelves, but an increasingly important part of the collection, comprising most of the fee-based electronic resources, are merely licensed for specific periods of time, either by the Library itself or by a purchasing consortium such as the Multitype Library Database Licensing Project in which this Library participates.

  - **Performance indicator:** Library staff added 9090 new book volumes to the collection during the report year, and checked in 60526 separate issues of periodical publications.
  - Expenditures on electronic resources increased by 9.57% in the same time, and now exceed expenditures on books.

- The sudden financial collapse of the Library's subscription agent in December caused some disruption in the delivery of magazines and newspapers during the last quarter of the year. Steps were taken immediately to minimize the negative impact on services and collections as well as to document the Library's legitimate claims and minimize financial loss. Plans to recruit a new subscription agent were set in motion by the year's end.

***Donations to the Collection***

- The Legislative Library collection benefits from donations by individuals, associations and government departments. Any donated items which do not correspond to the Library Collection Policy or which duplicate works already in the collection are shipped to the Canadian Book Exchange Centre of the National Library of Canada which makes them available to other libraries.
- Each year the library receives useful donations from the Lieutenant Governor's Office, the Speaker's Office, the Premier's Office and Executive Council Office, and the Legislative Assembly Office. During this report year book donations were also received from Mr. T. Gitzel, President and CEO, Cogema and Mr. Ken Thurston.

- One important purpose of the Members' Current Awareness services is to make Members aware of new resources that have become available in their personal areas of interest. The magazine title page service, the new book alerts service, and the weekly profiled database scans all serve this purpose. The Members' Newsletter also provides recommended reading on topics of more general interest to all Members.

  - **Performance indicator:** At the end of the report year, 32 clients had interest profiles running weekly against a number of commercial databases. The number of requests for retrieval of complete articles from the citations retrieved this year was 831, an increase of 88% over the items requested the previous year.

  - 45 Members were receiving alerts of new books matching their personal interest profiles. The number of books these clients borrowed as a result of receiving these alerts increased by 131% over the previous year.

  - Five issues of the Members' Newsletter were produced, containing articles about information resources on topics ranging from home/work balance and the elected official to vintage travel writing.

  - **Impact statement:** "Thank you for this excellent newsletter. I am very impressed with the quality and "readability" of the articles – they really piqued my interest" (MLA comment)

### 2.1.3 Goal 3: Sustain and Enhance the Institution of Parliament

The Library's involvement in sustaining and enhancing the institution of Parliament are focused on fulfilling its legislative mandate to serve the public and to make available its specialized resources that are not available elsewhere. The Library's mandate to preserve and make accessible the published heritage of the Saskatchewan government as defined in section 68.4 (5) of *The Legislative Assembly and Executive Council Act* is the foundation of the most important

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of these specialized resources. Additional activities in support of this goal include participating in educational activities of the Legislative Service such as public servant tours and maintaining a web page for the Social Studies Teachers' Institute.

- **Performance indicator:** 5 public servant tours, attended by 128 participants

The Library also receives many invitations for staff to participate in a consultative capacity in the work of various interdepartmental committees in executive government, and accepts these invitations in the spirit of its mandate to maintain co-operative and helpful relationships with other departments or departmental libraries. For example, the Library provided advice on document recovery to the Premier's Correspondence Unit after their files sustained water damage as a result of a plumbing failure.

***Objective: Foster awareness and knowledge of the Legislature***

- One of the actions identified under this objective in the draft Legislative Service strategic plan is to establish visual identity and communication standards for all public communications by 2003. The Library is participating in the work of the Communication and Visual Standards Policy Development Project committee which is to make a recommendation with respect to communication policy and any associated visual standards.
- Library staff make a special effort to assist participants in the Saskatchewan Legislative Internship Program in their work for Members. The current report year saw the departure of the first group of interns in July 2002, followed by a new intake in January 2003. Staff met with the departing group to elicit feedback on their perceptions of the quality of services offered. A number of changes were suggested, and put into practice with the group that arrived in January.

- **Performance indicator:** Legislative interns made 168 visits to the Library during this report period.

- After a hiatus of several years, the Library resumed participation in the provision of practicum placement for students in the Library and Information Technology Diploma program at SIAST. Joanne Abrahamson of Saskatoon spent three weeks at the Library from April 29 through May 17, 2002. Two Library supervisors who are also graduates of this program, Client Services Manager Kim Heidebrecht and Support Services Manager Gina Abel, planned and carried out a thorough introduction to the work that library technicians perform at the Legislative Library, as well as providing the required evaluation of the student's performance to the program director.

- The Speaker delivers an outreach program to schools with the purpose of increasing the understanding of parliamentary democracy, the level of respect for the institution, and the awareness of service in the public office as an honourable career choice. The Library provided the Speaker's office with a local weekly newspaper monitoring service for coverage of his visits to schools in various communities.

***Objective: Enhance Members' Professional Development Opportunities***

- The Library provides Members attending legislative conferences with kits of background documents dealing with procedural and topical information appropriate to the conference program. The information generally takes the form of current magazine, book and newspaper articles representing a balance of opinion on the topics under discussion at the conference. The kits are prepared under the direction of the Members' Services Librarian, and many staff contribute in different ways. It takes an average of 55 person hours to produce kits for a single conference. In the current report year, kits were prepared for ten parliamentary conferences. A full list of the conferences thus supported is provided in section 3.4 of this report.

  - **Impact statement:** "Your help in providing background on the topics is very much appreciated. I have shared the informational booklet with MLAs from other jurisdictions and they are impressed." (MLA comment)

***Objective: Sustain mandated services to external stakeholders.***

This objective is not part of the general Legislative Service draft strategic plan. It is a library-specific objective developed with the Clerk in order to recognize the parts of the Library's legislated mandate that do not specifically address the information needs of Members.

- **Saskatchewan Government Publications Deposit**

  Under section 68.4 (5) of *The Legislative Assembly and Executive Council Act*, all Saskatchewan government departments, boards, commissions and agencies are required to deposit with the Legislative Library six copies of all publications issued under their authority to the public. Two copies remain the property of the Legislative Library, two copies are provided to the two offices of the Saskatchewan Archives Board for permanent retention, and two copies are used to fulfill exchange agreements with the National Library of Canada and the Library of Congress.

  - **Performance indicator:** In the current report period, Saskatchewan government agencies deposited 1012 monographic and serial titles.

  Given the decentralised nature of publishing in the Saskatchewan Government, the task of tracking down publications and receiving the required copies presents a considerable

challenge. The continuing refusal of some agencies to provide any electronic publications under the deposit requirements of *The Legislative Assembly and Executive Council Act*, even when the Library is able to identify their existence, remains a disturbing trend in light of the increased electronic publication of Saskatchewan government publications. Future access to many publications may be in doubt while publishing methods are in a state of flux, long-term stability of electronic media is unknown, and deposit requirements are under challenge.

- **Serving the people of Saskatchewan and government departments**

After the needs of Members have been met, the Library assists the public by providing information from its specialized collections. Libraries in departments of executive government, as well as civil servants in departments that lack libraries of their own, also make use of the Legislative Library.

- **Performance indicator:** Library staff handled over 1200 information requests from civil servants, lawyers, students, the press, and members of the public.

- **Impact statement:** "I can't believe how good you people are! No one else in the world could have tracked down that document. Thanks! (Civil servant, e-mail, May 15, 2002)

In addition to answering the specific information requests directed to the Library by the civil service and the public, Library staff maintain several pages on the Legislative Assembly's public web site where the public can go to obtain answers to some of the most commonly-asked questions.

- **Performance indicator:** The Library's web page listing the premiers and opposition leaders in all Canadian jurisdictions was visited over 3100 times during this report year.

In order to foster the sharing of library resources within Saskatchewan, the Library welcomes visits and inquiries from library staff throughout the province. Often these discussions are informal, but at times they may involve formal visits by larger groups. One such visit took place on January 27, 2003, when a group of 11 librarians from the University of Regina spent several hours talking to staff about the kinds of materials available at the Legislative Library and the levels of service that the Legislative Library is able to extend to its clients. Legislative Library staff also benefited from the opportunity to share ideas and to learn about the latest initiatives being implemented by the University of Regina Library.

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### 2.1.4 Goal 4: Be an Effective Responsive Organization

***Objective: Improve internal communication and knowledge transfer***

- Library staff appreciate opportunities to participate in cross-branch activities with their colleagues in the Legislative Service. Their involvement in the work of the Information Management Committee, the Members' E-Services Portal Project, and the Communication and Visual Standards Policy Development Project has been detailed elsewhere in this report.
- The Library continues to participate in the work of the Computer Management Committee which provides advice and makes recommendations concerning information technology policies, standards and practices, and assists the Clerk in making timely and appropriate institutional decisions on major information technology strategies, priorities, investments, and the information systems budgetary estimates.
- Library staff also appreciate the opportunities provided for sharing information about their work with staff from other branches of the Legislative Service. One of the most popular features of recent annual staff retreats has been the time set aside for one or two people to make a presentation to the entire legislative staff about their work or the work of their branch. This year the Legislative Librarian made a presentation on the early history of the Library, based on a paper she delivered at a colloquium on parliamentary library history held in Quebec City in 2002.
- Library staff have always participated on a voluntary basis in cross-branch committees that work to create a happier and healthier workplace for everyone in the Legislative Service. Among these groups are the Social Committee (including Library representative Kim Heidebrecht and the Occupational Health and Safety Committee (including long-time staff representative Gina Abel and management representative Michele Howland and later Pat Kolesar).

***Objective: Maximize the potential of each employee***

- The Library is proud of the loyalty and dedication of every one of its staff. Each year we join our colleagues in legislative service to celebrate those who have achieved milestones in long service to the Assembly. On June 26, 2002, Gina Abel, Manager of Support Services, received the long service award honouring her fifteen years of service.
- Position descriptions for 5 permanent and 2 non-permanent positions were reviewed and revised to ensure accuracy of content and fairness of classification.
- Michele Howland, Director of Reference Services, retired from the Library on December 17, 2002, after over 13 years of service with the Library. She is missed by clients and colleagues alike.
- The Library was fortunate to have qualified, capable staff on hand to take up the challenges occasioned by Michele's departure:

- On February 1, 2003, Leslie J.F. Polsom was appointed Director of Reference Services. Leslie has been with the Library since April, 1998, in the position of Reference and Electronic Resources Librarian.
- On February 17, 2003, Jane Blackett was appointed Reference and Electronic Resources Librarian. Jane has been with the Library since July, 1999 as a sessional reference librarian.

- During fourth quarter of this report year, Library Administrative Assistant Traci Willis earned a professional learning certificate in records management fundamentals offered by the Professional Learning Centre of the University of Toronto Faculty of Information Studies. Willis is the first Assembly staff member to acquire a recognized credential in this rapidly expanding field.
- Starting in July 2002, Client Services Assistant Joelle Perras was seconded on a regular basis a few hours a week to provide some directed research assistance to the Law Clerk's office. It provided a good opportunity for staff development as well as an opportunity for the offices involved to share staff experience.

*Leslie J. F. Polsom*
*Director of Reference Services*

*Jane Blackett*
*Reference and Electronic Resources Librarian*

# SECTION 3: Other Information

## 3.1 Legislative Library Staff

The Legislative Library has a permanent staff establishment of fifteen persons.

As of March 31, 2003 the following persons were members of the permanent staff:

Marian J. Powell, B.A., B.L.S.
Legislative Librarian

Patricia M. Kolesar, B.A. (Hons.), M.L.S.
Assistant Legislative Librarian

Traci Willis
Administrative Assistant to the Legislative Librarian
(on leave Sept. 2001- August 2002)

Bette Desjarlais, B.Ed., M.L.I.S.
Director of Support Services

Leslie J. F. Polsom, B.A., M.L.I.S.
Director of Reference Services

Maria Swarbrick, B.A., M.L.I.S., Law Clerk Certification
Members' Services Librarian

Jane Blackett, B.A., M.L.S.
Reference and Electronic Resources Librarian

Tim C. Prince, B.A., M.L.S.
Reference Librarian

Gina Abel, Library Technician Certificate
Support Services Manager

Kim Heidebrecht, Library and Information Technology Diploma
Client Services Manager

Anne Hoffmann, Library Technician Certificate
Support Services Technician

Chris Oxman, Library and Information Technology Diploma
Support Services Technician

Faye Prince, Library Technician Certificate
Government Publications Technician

Joelle Perras, B.Ed.
Client Services Assistant

Ivana Ruzic, Bachelor of Law
Support Services Assistant

The following people were employed on a non-permanent basis:

Jolene Antonishyn
Support Services Assistant

Stephanie Barnard
Support Services Assistant

Rebecca Best, B.A.
Records Management Assistant

Shannon Hynds
Support Services Assistant

Tiffany Lai
Client Services Assistant

Lynette Nicholas
Administrative Assistant to the Legislative Librarian (leave replacement)

Nancy Patzwald
Client Services Assistant

Megan Saum
Client Services Assistant

Liza Vidomski, B. Admin.
Support Services Assistant

Justin Wong
Client Services Assistant

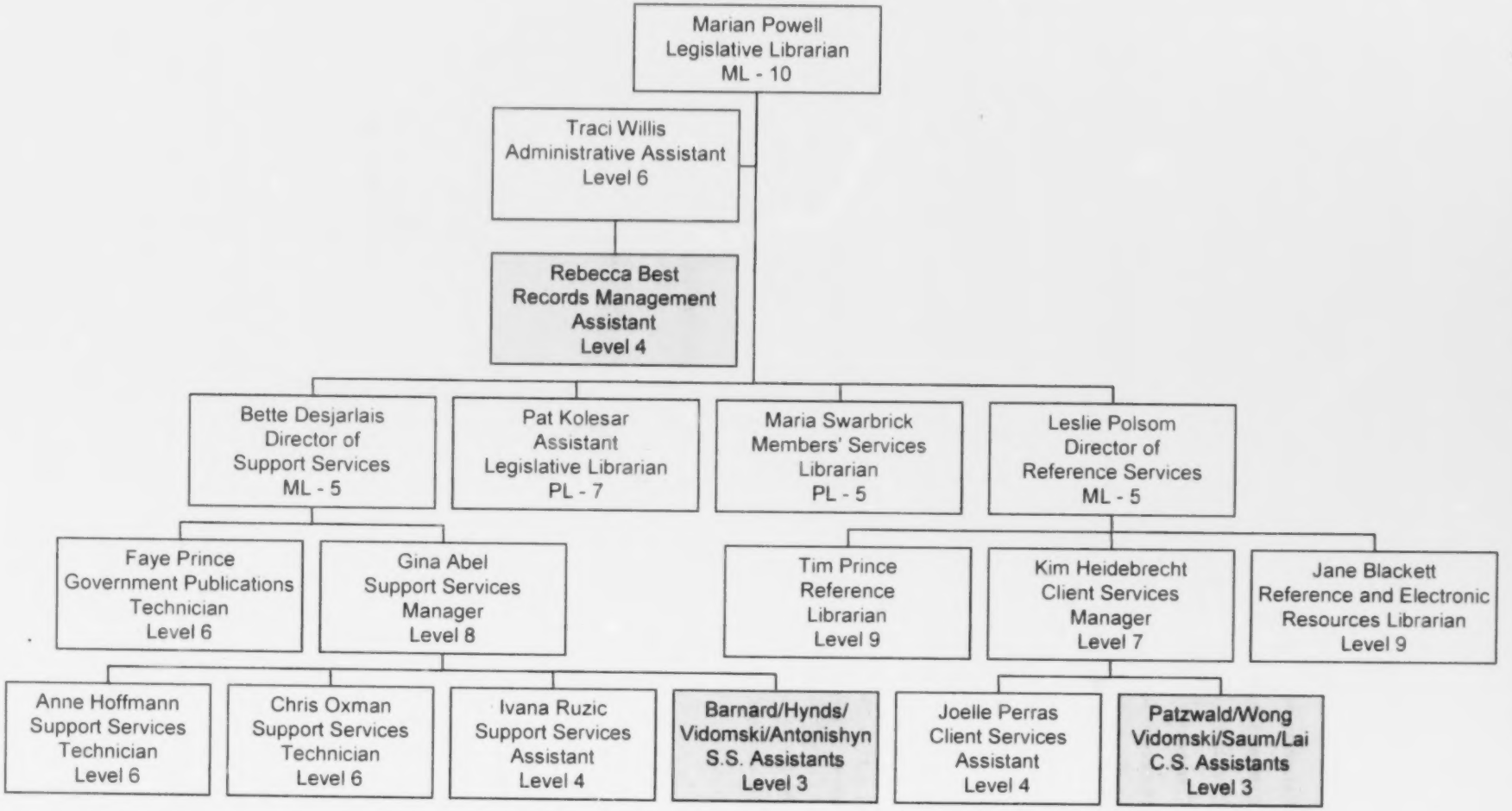
**Resignations From Permanent Staff**

Michele Howland (retired), December 17, 2002

**Resignations From Non-Permanent Staff**

Jennifer Gerhardt
Client Services Assistant

Saskatchewan Legislative Library Organization Chart
as of March 31, 2003



## 3.3 Statistical Summary

**Statistical Summary**

| **Reference and Circulation Services** | **2000/2001** | **2001/2002** | **2002/2003** |
|---|---|---|---|
| Reference Inquiries | 3659 | 3297 | 3111 |
| Computer Searches | 3712 | 3565 | 3462 |
| Commercial Courier (uses) | 106 | 68 | 36 |
| Photocopy Services to Clients (copies) | 24748 | 24806 | 16148 |
| | | | |
| Out of Library Circulation | 5903 | 5596 | 4305 |
| In-Library Use | 13987 | 12077 | 8108 |
| Total Circulation | 19890 | 17673 | 12413 |
| | | | |
| Interlibrary Loans Borrowed for Library Clientele | 450 | 390 | 476 |
| Interlibrary Loans Requested by Other Libraries | 128 | 118 | 329 |
| Total Interlibrary Loans | 578 | 508 | 805 |
| | | | |
| **Members' Services** | | | |
| Newspaper Clipping Service (clippings provided) | 45295 | 43283 | 67858 |
| Periodical Title Page Service (title pages provided) | 3078 | 2881 | 3344 |
| Computer Assisted Current Awareness Service (citations provided) | 87260 | 66732 | 80028 |
| New Book Alert (title pages provided) | 1406 | 11551 | 7232 |
| | | | |
| **Support Services** | | | |
| Materials ordered (titles) | 1307 | 929 | 862 |
| Government Publications Received (items) | 30320 | 39006 | 24528 |
| Serials and Periodicals Received (items) | 21687 | 21724 | 25935 |
| Cataloguing (titles) | 7170 | 4123 | 5664 |
| Binding (volumes) | 84 | 70 | 163 |
| Materials Withdrawn (items) | 22752 | 20905 | 16197 |
| Listed for Duplicate Exchange | 1748 | 494 | 544 |
| Distributed in Saskatchewan on Exchange | 151 | 414 | 290 |
| Clippings Added to Newspaper Clipping File | 78726 | 127085 | 90556 |
| | | | |
| **Saskatchewan Deposit Program** | | | |
| Government Publications Received (titles) | 1072 | 976 | 1012 |
| Government Publications Sent to Micromedia | 727 | 914 | 705 |

## 3.4 Information Kits Prepared to Support Delegate Attendance at Parliamentary Conferences and Seminars 2002-2003

**Visit of German Parliamentarians - Partnership of Parliaments**
Regina, Saskatchewan
July 9 – 13, 2002

A total of 35 Southwest and West Central Tour Guides were prepared for hosts and as mementos for visiting delegates.

**8th Bohay Institute for Legislative Leadership Development (BILLD)**
**Madison, Wisconsin**
July 12 – 16, 2002

Official Delegates: Mr. Lindy Kasperski
Mr. Ken Krawetz

**41st Canadian Regional Conference**
**Fredericton, New Brunswick**
July 16 – 21, 2002

Official Delegates: Mr. Graham Addley
Mr. Kim Trew
Mr. Harry Van Mulligen
Ms. Brenda Bakken
Mr. Lyle Stewart
Hon. Mr. Speaker Kowalsky
Ms. Margaret Woods

**57th Annual Midwestern Legislative Conference**
**Fargo, North Dakota**
August 18 – 21, 2002

Official Delegates: Mr. Ron Harper
Mr. Daryl Wiberg
Mr. Randy Weekes
Hon. Mr. Speaker Kowalsky
Ms. Gwenn Ronyk
Ms. Monique Lovatt
Ms. Margaret Kleisinger
Ms. Linda Spence

Unofficial Delegates receiving kits: Ms. Doreen Eagles
Mr. Elwin Hermanson
Mr. Don Toth
Hon. Mr. Glenn Hagel
Ms. Doreen Hamilton
Mr. Lindy Kasperski
Mr. Harry Van Mulligen

Mr. Jack Hillson
Mr. Dan D'Autremont
Mr. Wayne Elhard
Hon. Mr. John Nilson
Hon. Mr. Ron Osika
Hon. Mr. Andrew Thomson

**48th Commonwealth Parliamentary Conference**
**Namibia**
September 1 – 14, 2002

Official Delegates: Hon. Mr. Speaker Kowalsky

**Assemblée Internationale des Parlementaires de Langue Française (APF)**
**Halifax, Nova Scotia**
September 4 – 8, 2002

Official Delegates: Mr. Lindy Kasperski
Ms. Arlene Julé
Ms. Margaret Woods

**Centre for Legislative Exchange**
**Washington, D.C.**
September 16 – 18, 2002

Official Delegates: Mr. Ron Harper
Mr. Rod Gantefoer

**Parliamentary System in the 21st Century**
**Quebec City**
October 9 – 12, 2002

Official Delegates: Ms. Pat Atkinson
Ms. Doreen Hamilton
Ms. June Draude

**14th Commonwealth Parliamentary Seminar**
**Hyderabad, Andhra Pradesh, India**
October 20 – 27, 2002

Official Delegates: Ms. Donna Harpauer

**Presiding Officers Conference**
**Ontario Legislature**
January 23 – 26, 2003

Official Delegates: Hon. Mr. Speaker Kowalsky
Ms. Gwenn Ronyk
Mr. Graham Addley
Mr. Ron Harper

## 3.5 Clientele and Service Policy

### Goal of the Legislative Library

The goal of the Legislative Library is to provide information and reference services to Members of the Legislative Assembly. It strives to achieve this goal by acquiring, cataloguing, servicing and preserving books, newspapers, government publications and other materials to enable Members to carry out their Legislative responsibilities.

### Primary Clientele

The Primary user group of the Legislative Library consists of the Members of the Legislative Assembly, caucus research staff, personal staff of Members, and other legislative servants.

### Primary Clientele

1. Lieutenant Governor's Office
2. Members of the Legislative Assembly
   (a) Members' personal staff
3. Caucus research staff
4. Legislative servants
   (a) Office of the Speaker
   (b) Legislative Assembly Office
      (i) Hansard
      (ii) Television
   (c) Legislative Counsel and Law Clerk's Office
   (d) Provincial Auditor
   (e) Legislative Library
   (f) Ombudsman
   (g) Children's Advocate
   (h) Conflict of Interest Commissioner
   (i) Information and Privacy Commissioner
   (j) Chief Electoral Officer
5. Other departments in the Legislative Building
   (a) Executive Council
   (b) Ministers' Office

### Services

1. Personal borrowing privileges.
2. Interlibrary loan services to acquire necessary materials not available in the Legislative Library.
3. Photocopies and microcopies of library material.
4. Computer information retrieval reference support.
5. Advanced level of reference services.
6. Library information programs such as checklists, accession lists, and other related services.

7. Accelerated acquisitions and delivery of materials using courier, long distance telephone, electronic mail and other similar means. Hand delivery of material to locations in the Legislative Building. Same-day or next-day delivery of materials located off-site or elsewhere in the city.

All service costs are absorbed by the Legislative Library.

**Secondary Clientele**

1. Saskatchewan civil servants
2. Legislative press gallery
3. Courts
4. Universities
5. Researchers
6. Lawyers (private practice)
7. Private business
8. General public

**Services**

1. Use of library materials within the Legislative Library.
   (a) Saskatchewan civil servants are encouraged to use their own departmental libraries, where these exist. Material not available in departmental libraries may be requested using the interlibrary loan process. Where there is no established departmental library, civil servants may request personal borrowing privileges on the understanding that Library rules for loan periods and return of materials will be complied with.
   (b) Researchers from outside the Saskatchewan government requiring access to the Legislative Library for materials not available from other libraries may register as a special borrower for the duration of the research project, on the understanding that the rules for loan periods and return of materials must be complied with.
   (c) All other requests for personal borrowing will be referred to appropriate public or corporate library.
2. Photocopies and microcopies of Library materials at cost.
3. Basic reference service.
4. Provision of Legislative Library material located outside the Legislative Building on a batch basis.

**Established by the Board of Internal Economy 1983**

revised March 2000

*Support Services Celebrates 100,000th Catalogue Record*
*Photo Credit: G. Ronyk*

*Deputy Clerk, Greg Putz and Marian Powell present farewell gifts to Michele Howland*
*Photo Credit: T. Prince*

*Gwenn Ronyk, Clerk of the Legislative Assembly presents Gina Abel with her 15 year service pin.*